

CHAPTER 7. PASSENGER TRANSPORTATION VOUCHERS

1. PURPOSE. This chapter prescribes procedures for the examination and payment of passenger transportation services.
2. DOCUMENTATION. Passenger transportation services are billed by the carriers on SF 1113, Public Voucher for Transportation Charges. The voucher must be supported by the originals of SF 1169, U.S. Government Transportation Request or SF 1172, Certificate in Lieu of Lost U.S. Government Transportation Request.
3. EXAMINING SUPPORTING DOCUMENTS. Supporting documents should be examined as to correctness and completeness prior to approving the vouchers for payment. Charges for excess baggage are discussed in paragraph 4 below. The original SF 1169 should be examined and compared to the memorandum copy to determine that:
 - a. All the required information has been furnished.
 - b. The original and the memorandum requests are in agreement. See paragraph 5g, Chapter 9, for automated ticket procedures.
 - c. The description of the services requested is adequate. Obtain appropriate additional information from the traveler if necessary.
 - d. It is properly signed by the issuing officer.
 - (1) If an SF 1169 was issued for the transportation of the remains of an employee who dies while in travel status within the United States or on assignment outside the United States; or for an employee's dependent who dies while residing with an employee performing official duties outside the United States, or while in transit to or from such place of duty, the SF 1169 should bear the signature of the issuing officer. The name of the deceased should appear in the space provided for the traveler's name (e.g., "John Doe, Deceased").
 - (2) When SF 1169's are issued for the transportation of an employee and his/her immediate family upon change of official station, one request may be signed by the employee as issuing officer if shown for self and party. If the employee did not travel with his/her family, the employee or some other issuing officer issues the SF 1169 and the spouse or dependent is shown as the traveler. The "spouse" block should be checked and the name of the spouse listed if accompanying the traveler. The names and ages of any

dependent children that will accompany the traveler should be shown. If this was not done at the time the tickets were procured, such information must be entered on the original SF 1169 at the time examination is made of the carrier's bill.

- e. The payee's name indicated on the SF 1169 is the same as the payee's name indicated on the voucher. If a difference exists, determine whether the traveler recorded on the reverse side of the SF 1169 the name of the carrier which actually furnished the transportation, and determine if it coincides with the payee's name on the voucher. Suspend the item if information as to carrier used cannot be obtained from the traveler.
- f. ~~The SF 1169 issued to cover supplemental charges is cross-referenced to the voucher on which the original SF 1169 was paid. Do this by citing the disbursing officer's symbol, the disbursing officer's voucher number, the agency voucher number, and the date of payment.~~
- g. The accounting data is shown on the SF 1169 in the space provided for "Fiscal Data." If the original SF 1169 fails to show this data, transcribe the data from the memorandum SF 1169 or the ~~travel order to the original SF 1169. When one SF 1169 covers~~ transportation chargeable to more than one appropriation indicate the amount chargeable to each.

4. AIR EXCESS BAGGAGE.

- a. Cash shall generally be used to pay for the air carriage of ~~authorized excess baggage when the cost is \$15 or less for~~ each leg of a trip. When the charges will exceed \$15, the air carrier to which the GTR is presented shall prepare one or more sets of a Government excess baggage authorization/ticket (GEBAT) to provide a separate coupon for each change of flight, carrier or stopover. It is essential to the payment process that the GTR voucher, the name and address of the office to be billed, and the name of the authorized traveler be completely and accurately entered on the GEBAT.
- b. Each carrier that is to provide excess baggage service shall complete the pertinent coupon to show the gross and net weights or number of pieces of baggage carried. The coupon will then be used by the carrier to support the subsequent billing of charges. The carrier providing the service may bill its charges direct to the paying office or may forward the coupon to the carrier to which the GTR was tendered for billing.

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5. UNUSED TICKET REFUND PROCEDURES.

- a. General. These procedures are based on the GSA regulations on unused ticket refund procedures published as 41 CFR 101-41.2. Examiners shall not revise carrier bills or require carriers to rebill items to recover from carriers the value of unused or unfurnished transportation. The exception to this concerns foreign-flag carriers and is covered in paragraph 7 below.
- b. Ticket Exchange.
 - (1) Accounting offices shall not submit an SF 1170, Redemption of Unused Tickets, to the carrier to receive a refund for the unused value of an exchanged ticket or returned ticket when the carrier has issued a receipt or a ticket refund application. Carriers are required to make refunds to the "bill charges to" office indicated on the GTR within 60 days from date of ticket exchange. If carriers cannot identify the issuing agency, they will send the refunds directly to GSA (BWCA), Washington, D.C. 20405. Any refunds sent directly to GSA are subject to the following procedures:
 - (a) Carriers must include the GTR number, the ticket number, the amount being refunded, and any other information pertinent to the refund.
 - (b) Accounting offices shall make written inquiry directly to the carrier to obtain the above information for the purpose of recovering the refund from GSA.
 - (2) Accounting offices awaiting exchanged or returned ticket carrier refunds shall:
 - (a) Obtain carrier refund applications from travelers for accounting purposes.
 - (b) Record and deposit refunds in conformity with the administration's accounting procedures.
 - (c) Forward carrier refund applications and any other pertinent information to GSA (BWAB), Washington, D.C. 20405 if refund has not been received within 90 days of date of ticket exchange or return.

c. Unused Tickets.

- (1) Accounting offices shall make demand for unused tickets (tickets that have not been exchanged and on which all or some portion of travel remains unperformed) through the use of SF 1170. A separate SF 1170 must be used for each GTR, though more than one ticket or adjustment transaction may be related to that GTR. Each ticket must be listed on the redemption form.
- (2) Timely processing of SF 1170 is essential to facilitate prompt refunds from carriers. Accounting personnel processing the SF 1170 shall ensure that:
 - (a) All copies clearly show the required details;
 - (b) The original and duplicate copy, together with pertinent unused tickets, are promptly forwarded to the carrier; and
 - (c) All other copies are retained by the accounting office for accounting control.
- (3) The carrier is required to return the original SF 1170 with the refund to the submitting accounting office. A refund that is inconsistent with the information on the SF 1170 must be adequately explained by the carrier. If a carrier is unable to determine which accounting office submitted the SF 1170, the payment and refund information will be sent directly to GSA (BWCA). Any refunds sent directly to GSA will be subject to the procedures outlined in paragraphs 5b(1) above and 5d below.
- (4) After the refund has been deposited and within 30 days of receipt of the refund, the accounting office will forward the original SF 1170, together with any advice from the carrier regarding the basis of the refund, to GSA (BWAB).
- (5) If the carrier has failed to make refund within 90 days of the SF 1170 issuance date, and has not furnished a satisfactory explanation, the accounting office shall transmit the triplicate copy of the SF 1170 and all related correspondence to GSA (BWAB) for appropriate action.

- d. Carrier Refunds Sent Directly to GSA. To recover carrier refunds sent directly to GSA (BWCA), accounting offices must forward an SF 1081 to GSA (BWCA). Included must be the name of the carrier, carrier check number, date, and amount of check (obtained from the carrier) as well as the GTR number and the appropriation number to be credited. In the event that the check number, date, and dollar amount of refund checks is not readily available from the carrier, accounting offices may review GSA's accounting records to identify refunds due. Contact GSA (BWCA) to make arrangements. Refunds from carriers which are not identified and claimed by accounting offices within 300 days after receipt by GSA (BWCA), will be deposited by GSA with the Treasury as miscellaneous receipts.
6. BILLINGS FROM FOREIGN-FLAG CARRIERS. Examine passenger transportation vouchers submitted by foreign-flag carriers as outlined above for regular passenger transportation. In addition, determine whether the use of other than American vessels or airplanes was authorized and the justification entered on or attached to the travel order or other authorizing document. If not attached, obtain the justification unless it is determined that the use of foreign vessels or planes was unauthorized.
7. FOREIGN-FLAG CARRIER TRANSPORTATION REFUNDS.
 - a. Except for Canadian and Mexican carriers, or foreign-flag carriers maintaining billing offices in the United States, SF 1170 and related procedures shall not be used when unused passenger transportation services billed by foreign-flag carriers are involved.
 - b. Accounting offices shall effect recoveries for the unused services by deduction or setoff from the foreign-flag carriers' unpaid bills. Adjustment for unfurnished transportation services shall be noted on the deduction voucher with a full description of each unused or partially unused ticket. The unused or partially unused ticket shall be sent to the carrier and a copy of the transmittal letter should be attached to the deduction voucher involved.